

**CITY OF ASHEVILLE, NORTH CAROLINA  
CLASS SPECIFICATION**

**DISTRICT SUPERVISOR  
WATER RESOURCES DEPARTMENT**

**GENERAL STATEMENT OF DUTIES**

Performs supervisory and technical work maintaining and repairing water lines in an assigned district of the City. Employee reports to the Water Maintenance Superintendent and/or Water Resources Operations Manager.

**DISTINGUISHING FEATURES OF THE CLASS**

An employee in this class is primarily responsible for supervising the installation, maintenance and repair of water distribution lines, asphalt and concrete repairs, vehicle and equipment inspection, fire hydrants, valves, meters, and other appurtenances in an assigned district or area of the water system using established guidelines and procedures. The employee schedules jobs, assigns and supervises water system operators, and coordinates with outside contractors. The employee is also responsible for operating heavy equipment and training subordinates in equipment operation, overseeing pipe fitting, maintaining records, and generating computer work orders. Considerable judgment is applied in routine and unusual situations. Work is performed with considerable independence with broad objectives established as guidelines. Work is performed according to department policies and procedures under limited supervision of the Water Maintenance Superintendent and/or Water Resources Operations Manager and is evaluated through observation and review of work completed.

**ILLUSTRATIVE EXAMPLES OF WORK**

**ESSENTIAL JOB FUNCTIONS**

Supervises the repair and maintenance of water lines, hydrants, valves, and meters in an assigned district of the City; oversees installation of new taps, water service lines, and meters; oversees safety on job sites; oversees backfilling and restoration of street sub-grade and property, oversees both quality and productivity of work crews.

Plans, prioritizes, and schedules maintenance and repair jobs within established guidelines.

Assigns, directs and supervises activities of water system operators, ensuring adherence to established policies, procedures and standards; assists and advises subordinates, as necessary, resolving problems as non-routine situations arise.

Monitors materials used on work sites, including costs, quantity and surcharges.

Administers or makes recommendations for routine personnel matters affecting subordinates, including recruiting, interviewing, hiring, training, assigning, scheduling,

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granting leave, appraising and disciplining, etc., submitting such records and reports as required by City management.

Monitors and tracks subordinate work time, including overtime; prepares overtime requests as required.

Operates heavy equipment such as backhoes, trackhoes, loaders, dump trucks, compressors, etc. as required and oversees subordinate training for heavy equipment operation.

Operates personal computers to communicate through electronic mail and perform data entry and sorting functions in established database systems to assign, prioritize, and complete work orders, including record of labor, materials, and equipment required to service work orders.

Utilizes computer mapping system to identify and update water system in City Geographic Information System (GIS) mapping database.

Conducts water flow tests of hydrants and meters using established procedures and computer-aided data loggers.

Supervises line flushing through fire hydrants in accordance with established procedures for water system quality and to prevent contamination following maintenance and repair or in response to complaints.

Maintains logs and computer entry of water used during flushing, main waterline breaks, service line leaks and breaks for determining monthly unaccounted-for water totals.

Coordinates jobs with outside contractors, including turning water on and off.

Prepares a variety of records and reports, in both paper and computerized format, such as installation and maintenance work orders, equipment maintenance, activity logs, questionnaires, etc.

Reviews water system maps and provides information to update the accuracy of maps based on physical observations encountered by crews while servicing work orders.

Meets with citizens and customers to effectively resolve customer service complaints.

Determines availability of water system at specific locations to serve additional customers based on established policies, procedures, and government regulations.

Identifies water distribution system deficiencies which are beyond correction through reasonable maintenance and repair orders and reports them to appropriate personnel.

Orders and monitors parts and materials for water line repairs, replacements, fire hydrant repairs and replacements, and valve repairs and replacements.

Monitors asphalt and concrete permit requests and ensures all asphalt and concrete repairs are made within established guidelines.

Performs chlorine tests and chlorination of water lines for disinfection as required for all repairs, replacements and new water line installations.

Attends pre-construction meetings.

Supervises use of computer-generated water leak detection equipment, including data loggers and computer generated reports and leak analysis.

Locates water main transmission, distribution, service lines, meters and valves as required prior to any maintenance repairs.

Monitors North Carolina One Call Center utility locate requests for all water line repairs, and replacements and repairs of fire hydrants and valves. Ensures utility locates are performed prior to any underground excavations according to North Carolina state law.

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Prepares subordinate annual, 90-day probation, 150-day probation and 180-day probation reviews.

Monitors accident and progressive disciplinary of subordinates for policy and preventable accident violations.

Investigates contractor tear-outs of water lines and prepares all necessary documentation for reimbursement to the Water Fund for repairs made by the Water Resources Department.

### **ADDITIONAL JOB FUNCTIONS**

Performs related work as required.

### **KNOWLEDGE, SKILLS AND ABILITIES**

Considerable knowledge of the principles and practices pertaining to water distribution installation, operation, and maintenance.

Considerable knowledge of the occupational hazards and the proper safety precautions involved in water maintenance systems.

Considerable knowledge of work zone safety practices and traffic control safety procedures for construction areas on and off publicly maintained rights-of-way.

Considerable knowledge of how to safely and skillfully operate and maintain light, medium, and heavy motorized construction equipment required for operating and maintaining water distribution systems, to include but not limited to backhoes, trackhoes, dump trucks, trenchers, boring machines, front end loaders, air compressors, jack hammers, cutting saws, tamps, small air, hydraulic and gas powered equipment, leak detection equipment, pumps, and line location equipment; ability to train and supervise equipment operators.

Broad knowledge of the principles of supervision, organization and administration.

Ability to prioritize, plan, assign and coordinate the productive work of water system operators in a work crew.

General knowledge and ability to operate a personal computer, including word-processing, spreadsheet database management, mapping and GIS software.

Ability to exercise considerable judgment and initiative in applying standards to varying work situations, including attention to detail in directing and performing assigned tasks.

Ability to maintain effective records and reports.

Ability to deal tactfully and courteously with the general public in explaining policies and procedures.

Ability to establish and maintain effective working relationships as necessitated by work assignments.

Ability to maintain readiness to work on a 24-hour, on-call basis.

Ability to follow oral and written instructions.

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### **MINIMUM TRAINING AND EXPERIENCE**

Graduation from high school with an associate's degree preferred, and 6 to 9 years of water distribution system operation and maintenance experience, including supervisory experience; and/or any equivalent combination of training and experience required to perform the essential position functions. Must be computer-literate with skills in creating documents, electronic mail and electronic appointment scheduling.

### **SPECIAL REQUIREMENTS**

Possession of a Class "B" Water Distribution System Operator's Certificate issued by the North Carolina Department of Environment, Health and Natural Resources. Possession of an appropriate class Commercial Driver's License issued by the North Carolina Division of Motor Vehicles. Possession of First Aid and CPR certificates. Possession of an OSHA "Competent Person" certificate in trenching and shoring operations.

### **COMPETENCIES**

**Technical Competency:** Ability to use the tools and concepts of the specialty area in which the employee works. Includes using appropriate processes, procedures, resources, and work or professional standards.

**Interpersonal Competency:** Ability to work with people, develop and maintain work relationships, communicate, manage conflict, and perform as an effective team member.

**Intellectual Competency:** Ability to think, learn and process information. Ability to solve problems and gather necessary information. Includes having math, reading, and computer skills appropriate to job level.

**Customer Service:** Ability to identify customers, determine the valid needs of a situation, and provide service or service recovery in a manner that reasonably satisfies the customer.

**Organizational & Community Sensitivity:** Ability to take the larger perspective into account, recognize organizational and community priorities and balance actions appropriately.

**Physical Skills:** Ability to perform required jobs with adequate strength, dexterity, coordination and visual acuity (with reasonable accommodation[s] if needed) and in a manner that does not pose a direct threat to the health or safety of the employee or others in the workplace.

## **DISTRICT SUPERVISOR**

Non-Exempt  
Salary Grade 14